

FIG. 2

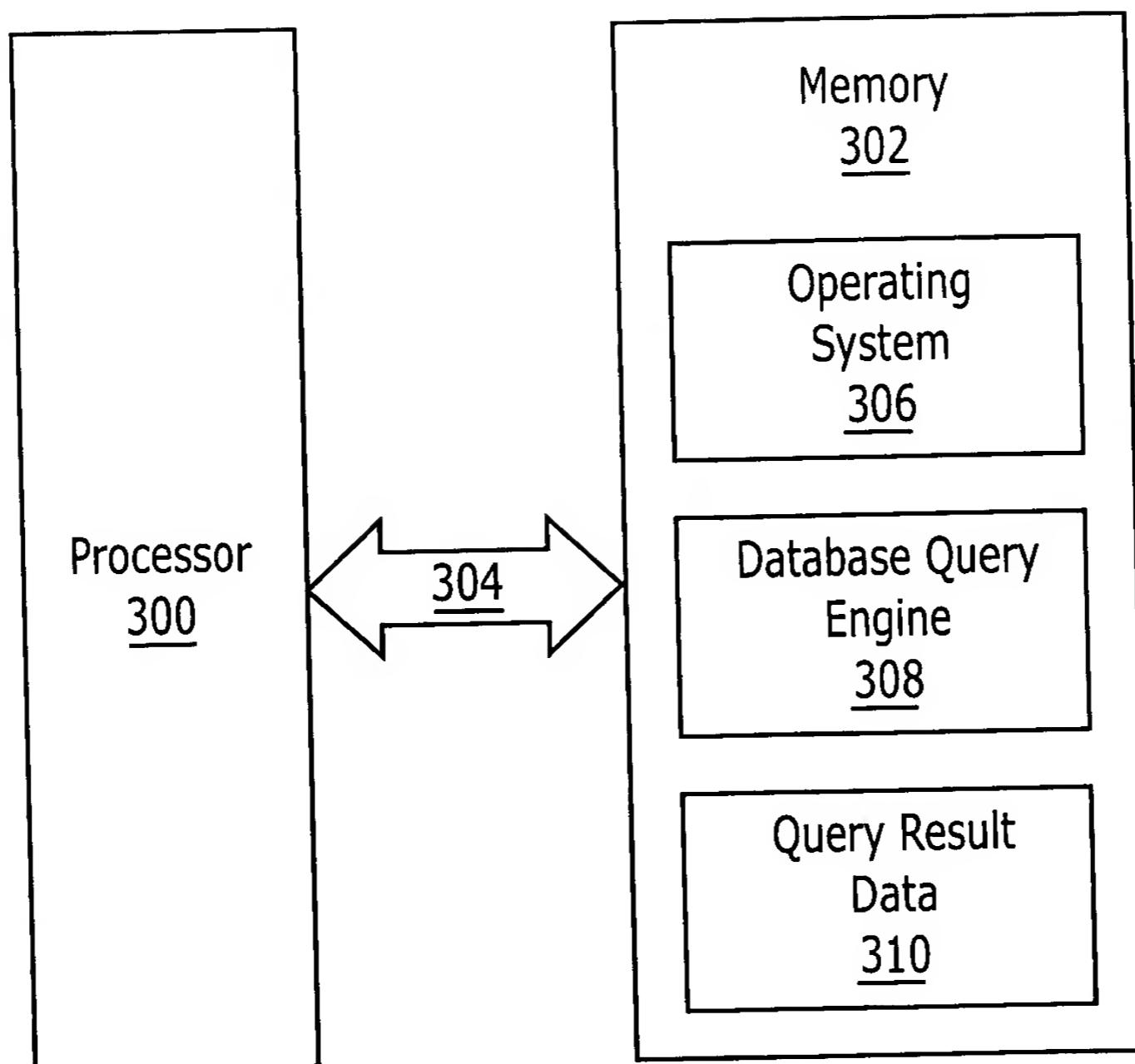


FIG. 3

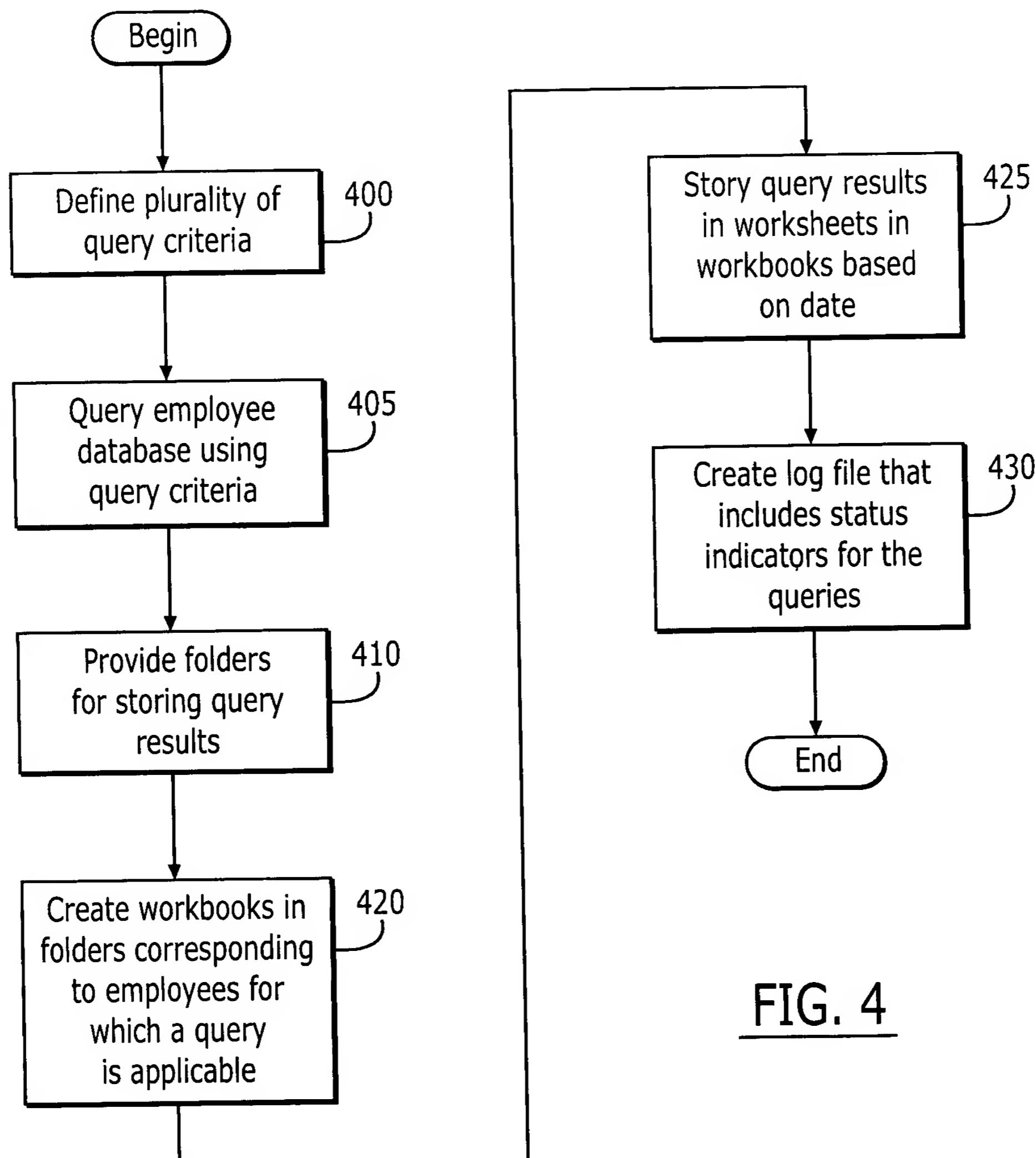


FIG. 4

BIGFOOT Database Parser  
By Charles Atchison  
Version 1.0

**EXIT**

Ticket Level Detail Reports

- Run MA
- Run LMOS
- Run TTP/TTD/MTT
- Run MAC
- Run IRPTS
- Run SCRUB HONTF AND DDCRD
- Run SCRUB IRPTS
- Run REPEATS

Auto Start Feature

Check here to bypass auto start

**FIG. 5**

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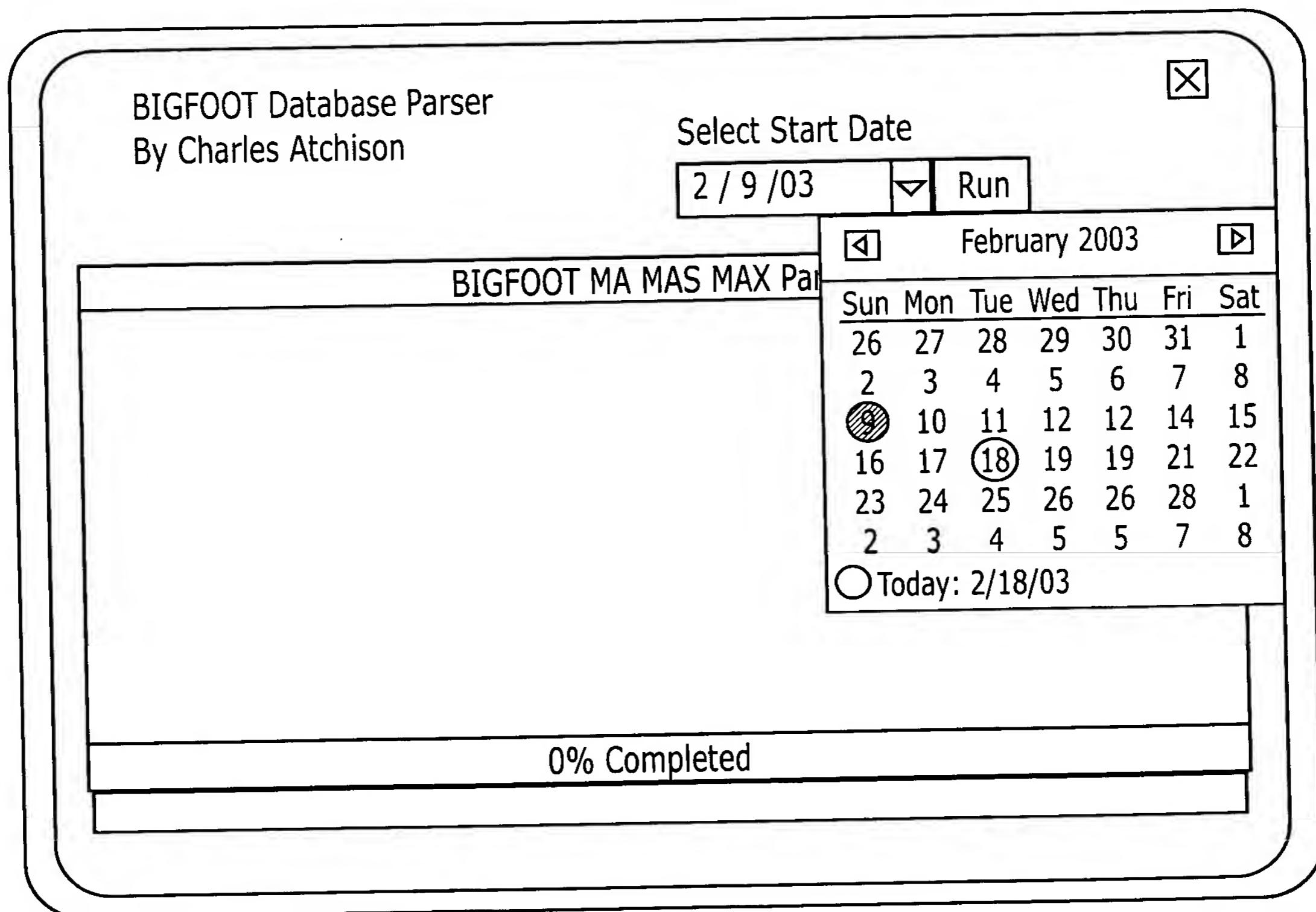


FIG. 6

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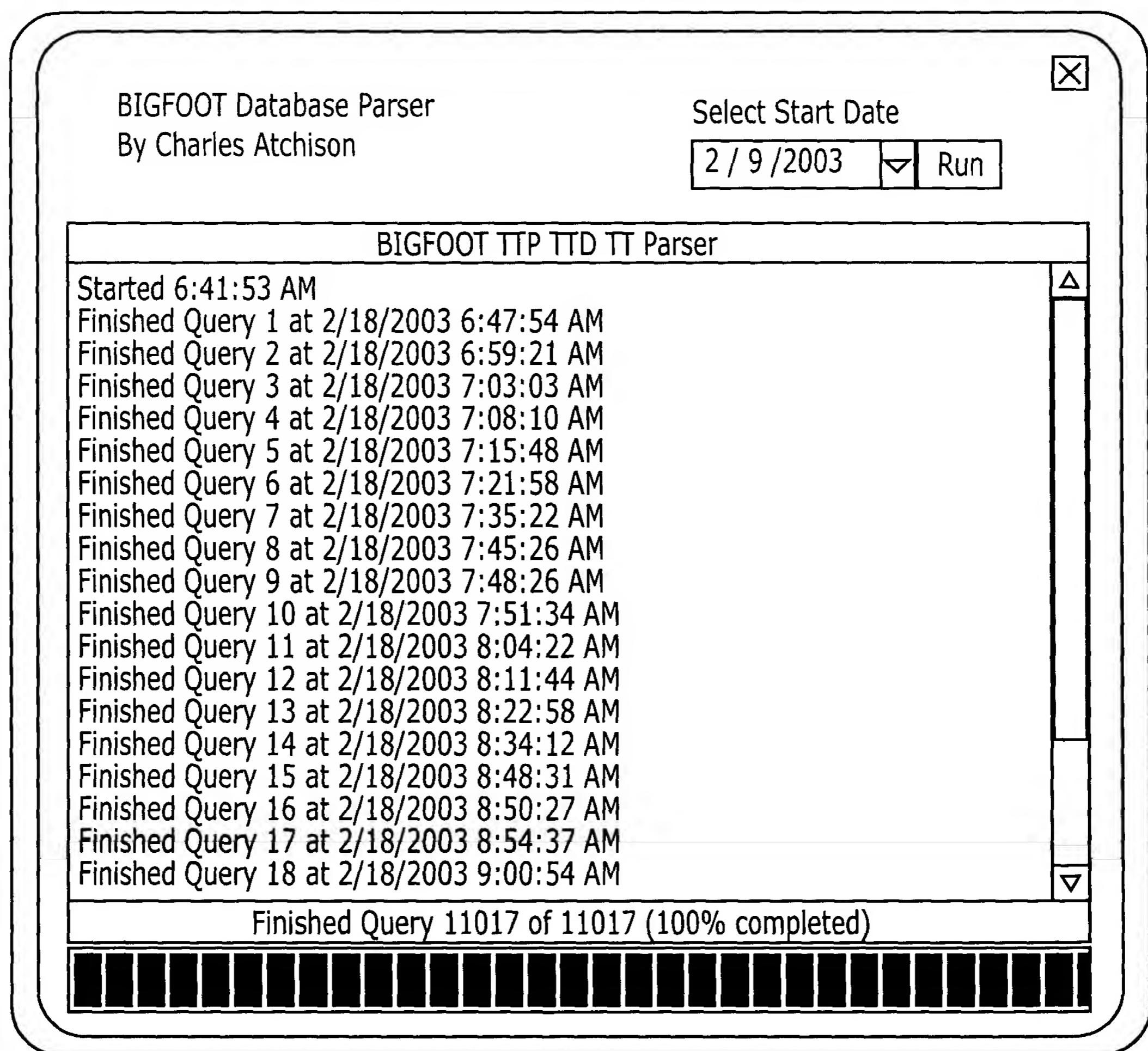
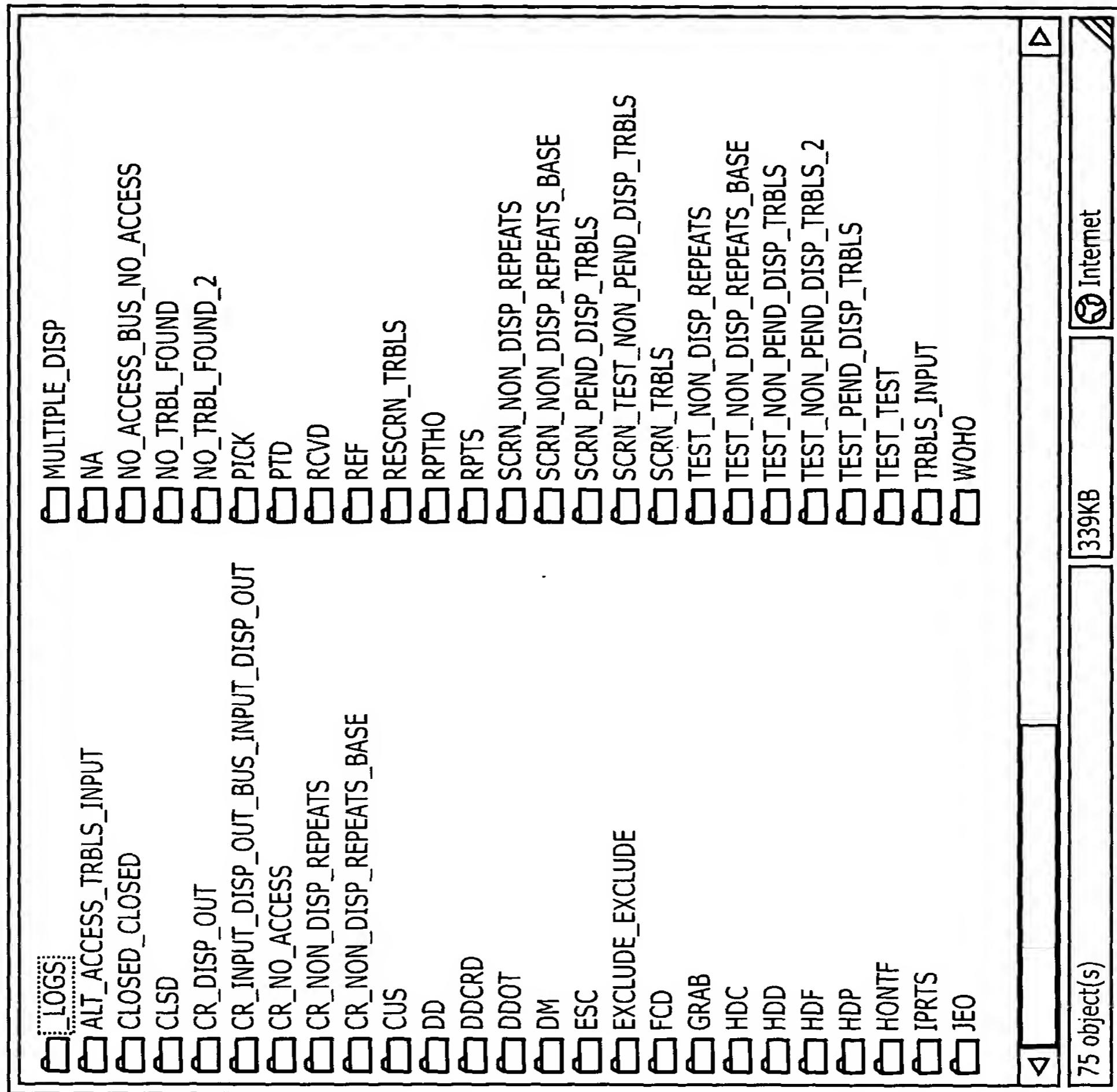


FIG. 7

**FIG. 8**

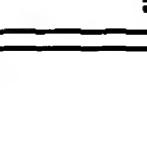
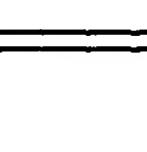
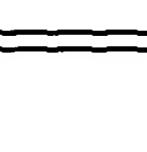
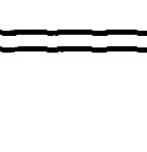
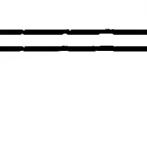
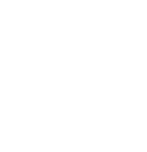
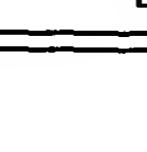
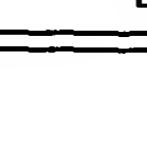
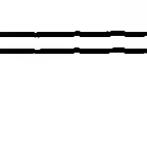
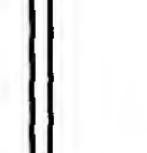
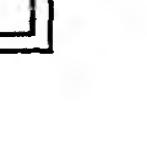
	BDJDLMS.xls		BFBYCJJ.xls		BFCBHD.M.xls		BFCSLSY.xls		BFDDGFP.xls		BFDGFBP.xls		BFFDFQF.xls		BFGHBTY.xls
	BFGSTNF.xls		BFHKDNK.xls		BFHKSFJ.xls		BFHWLMY.xls		BFJCFDH.xls		BFLRXZS.xls		BFRMSDC.xls		BFMBRGS.xls
	BFMHBLR.xls		BFMHRFT.xls		BFMSGMP.xls		BPNYDHB.xls		BFPJHZC.xls		BFRNNWC.xls		BFTKQHS.xls		BFXZQFD.xls
	BFRQPL.xls		BFRWWW...		BFSXDT.C.xls		BFSZHJ.xls		BFTKQHS.xls		BFXZWGR.xls		BGGLDZF.xls		BHDLGMGM.xls
	BFGNGRZ.xls		BFGRTND.xls		BGGFRLJ.xls		BLFGKQS.xls		BLFJTS.xls		BLGYZTF.xls		BLKGWQX.xls		BLKYRYK.xls

FIG. 9

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Microsoft Excel - BDJDLMS.xls

File Edit View Insert Format Tools Data Window Help

N22 fx

	A	B	C	D	E	F	G
1	id	trk	act_date	etime	duration	tot_hrs	
2	=NC	NB484817	2/11/03	00:32	0:00	7:03	
3	=NC	NB485180	2/11/03	03:10	0:00	7:03	
4	=NC	NB485604	2/13/03	00:42	0:00	5:19	
5	=NC	NB485614	2/13/03	07:25	0:00	0:00	
6	=NC	NB485628	2/13/03	07:21	0:00	5:19	
7	=NC	NB485636	2/13/03	08:12	0:00	0:00	
8	=NC	NB485649	2/13/03	06:58	0:00	5:19	
9	=NC	NB485651	2/13/03	07:03	0:00	5:19	
10	=NC	NB485653	2/13/03	07:17	0:00	5:19	
11	=NC	NB485654	2/13/03	08:06	0:00	0:00	
12	=NC	NB485657	2/13/03	07:12	0:00	5:19	
13	=NC	NB485658	2/13/03	07:07	0:00	5:19	
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							

◀◀▶▶ 02\_09\_2003

Ready

FIG. 10

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Started BIGFOOT (\*\*SCRUB HONTF DDCRD\*\*) TTD TTP TT Parser 2/23/2003 11:42:48 am  
Finished Query 1(HONTF) @ 2/23/2003 11:44:27 AM (479 : WFAIDs ) worksheet name: 02\_09\_2003  
Finished Query 2(DDCRD) @ 2/23/2003 11:47:08 AM (479 : WFAIDs ) worksheet name: 02\_09\_2003

Started BIGFOOT \*\*IRPTS\*\* TTP TTD TT Parser 2/23/2003 11:47:11 AM  
Finished Query 1(IRPTS) @ 2/23/2003 11:54:26 AM (479 : WFAIDs ) worksheet name: 02\_16\_2003

Started BIGFOOT \*\*IRPTS SCRUB\*\* TTP TTD TT Parser 2/23/2003 11:54:29 AM  
Finished Query 1(IRPTS) @ 2/23/2003 12:01:38 PM (479 : WFAIDs ) worksheet name: 02\_09\_2003

Started BIGFOOT (\*\*REPEATS\*\*) Parser 2/23/2003 12:01:41 PM  
Finished Query 1(SCRN\_NON\_DISP\_REPEATS) @ 2/23/2003 12:07:53 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 2(SCRN\_NON\_DISP\_REPEATS\_BASE) @ 2/23/2003 12:15:03 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 3(TEST\_NON\_DISP\_REPEATS) @ 2/23/2003 12:20:29 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 4(TEST\_NON\_DISP\_REPEATS\_BASE) @ 2/23/2003 12:27:56 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 5(CR\_NON\_DISP\_REPEATS) @ 2/23/2003 12:32:27 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 6(CR\_NON\_DISP\_REPEATS\_BASE) @ 2/23/2003 12:38:24 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 7(CR\_NON\_DISP\_REPEATS\_BASE) @ 2/23/2003 12:38:35 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 8(CR\_NON\_DISP\_REPEATS\_BASE) @ 2/23/2003 12:38:46 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003

Started BIGFOOT CSA Parser 2/23/2003 12:38:49 PM  
Finished Query 1(CR\_NO\_ACCESS) @ 2/23/2003 12:46:34 PM (681 : CUIDs ) worksheet name: 02\_16\_2003  
Finished Query 2(CR\_DISP\_OUT) @ 2/23/2003 12:54:07 PM (681 : CUIDs ) worksheet name: 02\_16\_2003

Started BIGFOOT MA MAS MAX Parser 2/23/2003 12:54:10 PM  
Finished Query 1(NO\_TRBL\_FOUND) @ 2/23/2003 12:58:00 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 2(NO\_TRBL\_FOUND\_2) @ 2/23/2003 1:01:51 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 3(SCRN\_PEND\_DISP\_TRBLS) @ 2/23/2003 1:05:47 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 4(TEST\_PEND\_DISP\_TRBLS) @ 2/23/2003 1:09:36 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 5(MULTIPLE\_DISP) @ 2/23/2003 1:13:25 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 6(RESCRN\_TRBLS) @ 2/23/2003 1:17:14 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 7(RESCRN\_TRBLS) @ 2/23/2003 1:17:35 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 8(SCRN\_TEST\_NON\_PEND\_DISP\_TRBLS) @ 2/23/2003 1:21:24 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 9(EXCLUDE\_EXCLUDE) @ 2/23/2003 1:25:11 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 10(TEST\_NON\_PEND\_DISP\_TRBLS) @ 2/23/2003 1:28:55 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 11(CLOSED\_CLOSED) @ 2/23/2003 1:33:50 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 12(TEST\_NON\_PEND\_DISP\_TRBLS\_2) @ 2/23/2003 1:37:18 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 13(TEST\_TEST) @ 2/23/2003 1:40:48 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 14(SCRN\_TRBLS) @ 2/23/2003 1:44:21 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 15(TRBLS\_INPUT) @ 2/23/2003 1:47:52 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 16(ALT\_ACCESS\_TRBLS\_INPUT) @ 2/23/2003 1:51:21 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003  
Finished Query 17(RCVD) @ 2/23/2003 1:52:14 PM (319 : WFAIDs ) worksheet name: 02\_16\_2003

Started BIGFOOT MAC Parser 2/23/2003 1:52:17 PM  
Finished Query 1(NO\_ACCESS\_BUS\_NO\_ACCESS) @ 2/23/2003 4:04:46 PM (50 : CUIDs ) worksheet name: 02\_16\_2003  
Finished Query 2(CR\_INPUT\_DISP\_OUT\_BUS\_INPUT\_DISP\_OUT) @ 2/23/2003 4:05:14 PM (50 : CUIDs ) worksheet name: 02\_16\_2003

FIG. 11

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<<<Back

CSA Database information	
ID:	8447
REPORT_DATE:	2/2/2003
FULL_NAME:	BENNETT, KRISTA MONIQUE
TITLE:	CSA
CUID:	YBLNLGG
RC:	H0615230
HRS:WORKED:	34.5
CALLS:	604
LOGGED_TIME:	113326
MERIDIAN_OUT_DN_TIME:	894
MERIDIAN_ACD_TALK_TIME:	101075
MERIDIAN_NOT_READY_TIME:	254
MERIDIAN_CONSULT_TIME:	180
CR_NON_DISP_REPEATS:	3
CR_NON_DISP_REPEATS_BASE:	4
CR_NO_ACCESS:	1
CR_DISP_OUT:	30
TAFI_MEM_FECO_Y:	3
TAFI_MEM_FECO_TTL:	3
TAFI_NON_MEM_FECO_Y:	9
TAFI_OVERRIDES:	19
TAFI_OVERRIDESBASE:	481
TAFI_OVERRIDESWOREC:	0

FIG. 12